



Report to the Commissioners

Area IX Agency on Aging, Flathead County

August 21, 2017

Prepared by Lisa Sheppard, Director

On the last page are two tables, one for performance measures and one for workload indicators, showing:

FY 2016 actuals

FY 2017 annual targets

FY 2017 actuals

FY 2017 actuals as a percentage of annual targets

FY 2017 actuals as a percentage of FY 2016 actuals

FY 2018 actuals to date

FY 2018 annual targets

FY 2018 actuals as a percentage of FY 2018 annual targets

The general target is 8.33% for FY 2018, July 1-31, 2017, keeping in mind that some numbers will be unevenly distributed throughout the year, some will lag 30-90 days due to subcontractor billing/reporting and/or volunteer reporting and some will change during the end of the fiscal year reconciliation process. Some information is not yet available and will be reported in future months. Additional detail may be reported in the program sections below. Numbers highlighted in yellow have been revised since the last report.

Data to note:

- The table was updated to include June data that was unavailable at the time of last month's report.
- Final data for FY 2017 is now complete for the number of Independent Living units of service.
 - Total of all units of service was 38% of total budgeted due to problems rebuilding client base after prior suspension of services in FY 2016. Contracted providers have had difficulty putting clients on service in a timely way.
 - Only senior companion was close to target at 97%, followed by personal care at 77%, escorted transportation at 36%, respite at 30% and homemaker at 24%
- Much of July data is not yet available.

AOA Administration

Budget and Contracts

- Commissioners have signed the FY 2017 DPHHS contract budget amendment and the FY 2018 initial DPHHS contract budget.
- It appears we may not have received all of the payments we are due from DPHHS for FY 2017. AOA staff are working with DPHHS staff to resolve the issue.
- Staff are working on the final reconciliation report for DPHHS for FY 2017.

State/Federal/Legislative Issues

- Governor's Conference on Aging, Sept. 7-8, Red Lion, Kalispell:
 - Staff continue to coordinate event logistics with DPHHS and preparations are almost complete.
 - We have registered Commissioners and Mike for the conference.

- Lisa met with the Area VI AOA director on 8/10/17 to discuss partnering to bring the Veterans Direct Home and Community-based Services (VDHCB) program to the Flathead Valley. The plan is to meet with the VA and DPHHS before the end of August to finalize details.
- Lisa will attend the quarterly M4A meeting in Billings this week to develop a new strategic plan.
- Federally, we continue to engage in advocacy efforts regarding healthcare and funding for aging services in the FY 2018 budget.

Building

- The following punch list items related to AOA have not been resolved or have not been repaired to our satisfaction: acceptable repair of the reception desk in the lobby (in progress), carpet repair in the AOA suite (awaiting decision about how to proceed), repair of kitchen freezers, repair of hot/cold water in kitchen prep sinks, exhaust fan in dish pit and repair of locking mechanisms on staff/volunteer door to kitchen storage area and doors to patio.
- We have received some of the new furniture for the lobby donated by CTA, Swank and J2. It looks nice and is very comfortable.

AOA Advisory Council

- The Advisory Council did not meet in August due to the Fair and will not meet in September because of the Governor's Conference on Aging.
- The next meeting will be October 12th.

Other

- Staff is going through all of the archived records and determining what can be shredded.
- Staff continues to work on a new Continuity of Operations Plan (COOP).

Outreach/Education/Media

Note: Transportation related outreach is noted in the Eagle Transit section below.

- Not yet available.

Eagle Transit

- Montana Department of Transportation (MDT):
 - We submitted written comments on the proposed bus shelter rules on 8/2/17.
 - MDT staff conducted an onsite compliance review on 8/4/17. Two minor issues were identified and are in the process of being corrected.
 - ET Staff completed a review of all bus stops on MDT right-of-way and is working with local MDT staff to redesign one stop to bring it into compliance.
 - ET Staff are working on the final quarterly financial/program report for FY 2017 and anticipate submitting it by the end of the month.
 - Planning Grant
 - The 5-Year Planning Committee facilitated an input session for Eagle Transit staff on 7/29/17 at the South Campus.
 - Staff are arranging for a consultant from Bozeman to assist with route development.
- Outreach/Education/Media:
 - The KPAX commercial continues to run 100 spots per month on the CW and 18 spots per month on Channel 8 KAJ (CBS morning show and The Price is Right).
 - KGEZ continues to run PSAs for new Kalispell to GNP Commuter.
- Operations:
 - The Operations Policies and Procedures Manual has been updated.
 - The revised Passenger Code of Conduct has been posted in all buses.
 - The Country Dial-A-Ride service has been discontinued to add capacity to the Kalispell/Evergreen DAR service area.

- Transportation Advisory Committee (TAC)
 - The TAC meets every other month. Members took their annual trip to Glacier National Park to view the shuttle service on 8/3/17. Several members of the public attended.
- Glacier National Park
 - The new Kalispell to Glacier commuter started on July 1st and had 266 riders as of 8/16/17. Projected total for the season is 381.
 - The regular shuttle service also began on July 1st. Projected rides through the end of the season are approximately 249,000. The total last year was around 209,000.

Nutrition

- 400 education fliers were sent to MOW recipients and all congregate sites.
- We are hosting the Dietary Manager's Conference September 29-30.

I & R/Assistance/Ombudsman

- The next Medicare 101 class will be on August 29th in the 2nd floor conference room at the South Campus.
- The Age-Friendly Flathead Steering Committee met on July 26th. Lisa is chairing the Committee. Next steps include inviting local elected officials and key stakeholders to attend Dr. Marvin Kaiser's presentation at the Governor's Conference on September 8th.
- DPHHS staff held an I&A certification training for AOA volunteers August 3-4 at the South Campus.
- Ruth Pomeroy "retired" after seven years of providing 20 hours per week of Medicare counseling to Flathead seniors. AOA staff honored her at the July Medicare 101 class. She has also been selected to receive the 2017 AARP Andrus Award for Community Service. This is AARP's most prestigious award. It is given annually to one individual in each state whose volunteer service exemplifies the AARP mission. Congratulations Ruth!
- Thank you to the Flathead County Animal Shelter and the Humane Society of Northwest Montana for their regular donations of pet food to help local seniors on fixed incomes care for their pets. Thanks to their generosity, in July we were able to give away more than 250 pounds of pet food.

RSVP

- Grant update: The final FFR is due. However, we've had difficulty accessing the federal online system we are supposed to use to submit it. The state RSVP office is looking into the issue. There is no penalty for late filing.

Senior Mobile Home Repair

- The Advisory Board did not meet in August.

Senior Centers - A primary AOA focus is outreach to area Senior Centers to build relationships, extend support, and explore new opportunities for partnership.

- A bid has been received for the CDBG senior center project.
- AOA provided logistical support for area senior centers to host the Senior Rest Area at the Fair.
- The North Valley Senior Center received a substantial donation from the estate of Juanita Lind, a long-time member of the center. They have also received donations from Glacier Bank and an anonymous donor to put up a new sign in front of the building.
- Lisa and AOA Advisory Council Chair Lois Katz met with the Bigfork Community Center Board on 7/13/17 and attended the annual summer BBQ potluck. On 7/14/17, Lisa also hosted the Bigfork Community Center Board for a tour of the South Campus building and meeting to discuss functional needs for a new center.
- The Whitefish Community Center held a "Picnic in the Park" fundraiser on July 29th to raise money for a DVD library for their membership.

August 2017 Report: Performance Measures Tables -July 2017 stats (FY 2018)

8.33%

MEASURE	FY 2016 Actuals	FY 2017 Target	FY 2017 Actuals	FY 2017 % of Target	FY 2017 as % FY 2016	July	Total Last Report	Total/Avg. to Date	FY 2018 Target	% Target
# Receiving Independent Living Services	447	400	178	45%	40%	not yet available	0	0	233	0%
# Receiving Meals on Wheels	471	450	470	104%	100%	not yet available	0	0	465	0%
# Seniors Receiving Congregate Meals	867	980	1,785	182%	206%	495	0	495	1,000	50%
# Eagle Transit DAR Unduplicated Riders	502	500	401	80%	80%	154	0	154	500	31%
% of Service Recipients at Moderate to High Risk of Institutionalization	94%	88%	89%	101%	95%	89%	0%	89%	88%	101%
Per Meal Cost of Nutrition Services	\$6.30	\$6.50	\$6.89	106%	109%	\$3.59	\$0.00	\$3.59	\$6.75	53%
% Overall Satisfaction with AOA Services from Annual Survey	N = 98%, IL = 95%	95%	N=99% IL-96%	100%	100%	N/A	0%		95%	100%
Maximum annual number of transportation complaints	27	36	30	83%	111%	not yet available	0	0	36	0%
WORKLOAD INDICATOR	FY 2016 Actuals	FY 2017 Target	FY 2017 Actuals	FY 2017 % of Target	FY 17 as % FY 16	July	Total Last Report	Total/Avg. to Date	FY 2018 Target	% Target
Outreach/Education/Media						July				
Public Outreach/Education/Media Efforts	153	120	123	103%	80%	not yet available	0	0	120	0%
Nutrition						July				
Total Meals	78,541	82,000	82,428	101%	105%	6,534	0	6,534	79,000	8%
MOW	49,283		49,695	N/A	N/A	3,822	0	3,822		
Congregate	29,258		32,733	N/A	N/A	2,712	0	2,712		
Nutritional Assessments Conducted	1,451	1,550	2,424	156%	167%	284	0	284	1,550	18%
Transportation						July				
Total Ride Count	91,196	94,000	85,305	91%	94%	6,075	0	6,075	90,000	7%
Dial-A-Ride Count	30,644	31,020	30,025	97%	98%	2,237	0	2,237	30,000	7%
City, Commuter and Other Ride Count	60,552	62,980	55,280	88%	91%	3,838	0	3,838	60,000	6%
Eagle Transit Outreach/Special Events	8	10	40	400%	500%	not yet available	0	0	15	0%
Information and Referral/Assistance						July				
Info and Referral/Assistance Contacts	19,586	18,000	17,523	97%	89%	not yet available	0	0	18,000	0%
Independent Living			38%			July				0%
Homemaker Units of Service	1,616	3,333	784	24%	49%	not yet available	0	0	2,500	0%
Escorted Transportation Units of Service	1,548	2,186	792	36%	51%	not yet available	0	0	1,739	0%
Respite Units of Service	2,600	3,315	992	30%	38%	not yet available	0	0	2,468	0%
Community Support/Senior Companion Units of Service	1,322	1,090	1,060	97%	80%	not yet available	0	0	1,353	0%
Personal Care Units of Service	1,150	465	358	77%	31%	not yet available	0	0	435	0%
Benefits Counseling						July				
Benefits Counseling Hours of Service	N/A	N/A	600	N/A	N/A	40.36	0	40	450	9%
Ombudsman						July				
Ombudsman consults/cases opened	1454	1,100	1,034	94%	71%	69	0	69	1,100	6%